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April 9, 2008

TO: Supervisor Yvonne B. Burke, Chair
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Wendy L. Watanabe *Wendy Watanabe*
Acting Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – EGGLESTON
YOUTH CENTER, INCORPORATED - EMANCIPATION HOUSE, MAIN
SITE AND TRANSITIONAL HOUSE GROUP HOMES**

We have completed a review of Emancipation House, Main Site and Transitional House Group Homes (Group Home or Agency) operated by Eggleston Youth Center, Incorporated. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Emancipation House Group Home is a six-bed facility, which provides care for boys ages 13-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Emancipation House Group Home was providing services for five DCFS children.

Main Site Group Home is a 34-bed facility, which provides care for boys ages 13-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Main Site Group Home was providing services for 31 Probation children.

Transitional House Group Home is a six-bed facility which provides care for boys ages 13-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Transitional House Group Home was providing services for six Probation children.

Emancipation House, Main Site and Transitional House Group Homes are located in the First District.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement except for a few deficient areas.

All three Group Homes need to include the treatment team in the development and implementation of Needs and Services Plans and maintain comprehensive Needs and Services Plans.

Emancipation House Group Home needs to clean the shower.

Main Site Group Home needs to ensure that all children taking psychotropic medication have court authorizations for their medications.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (626) 293-1102.

WLW:DC:CC:jdh

Attachments

c: William T Fujioka, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Susan Kerr, Chief Deputy Director, DCFS
Robert B. Taylor, Chief Probation Officer
Michael Graham, Executive Director, Eggleston Youth Center, Incorporated
Public Information Office
Audit Committee

**Eggleston Youth Center
Emancipation House Group Home
Baldwin Park, California 91706
License Number: 191592649
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Comments:

Emancipation House Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is adequately maintained. There is adequate furniture and lighting in the Group Home. The common quarters are neat. The Group Home provides a home-like environment. However, the shower is stained with mold and mildew.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendation

- 1. Eggleston Youth Center management clean the shower.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans are current. However, the NSPs are not comprehensive and are not developed or implemented with input from the treatment team and the child.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

2. Eggleston Youth Center management:

- a. Develop comprehensive Needs and Services Plans.**
- b. Include input from the treatment team and the child in the development and implementation of the Needs and Services Plans.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication**Method of assessment – Review of relevant documents****Comments:**

According to the Agency's management, there are currently no children taking psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

Recommendation

There are no recommendations for this section.

VI. Personal Rights**Method of assessment – Interviews with children**

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

Recommendation

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

There are no recommendations for this section.

**Eggleston Youth Center
Main Site Group Home
Baldwin Park, California 91706
License Number: 191500940
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Comments:

Main Site Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendation

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans are current. However, the NSPs are not comprehensive and are not developed or implemented with input from the treatment team and the child.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations**1. Eggleston Youth Center management:**

- a. Develop comprehensive Needs and Services Plans.
- b. Include input from the treatment team and the child in the development and implementation of the Needs and Services Plans.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication**Method of assessment – Review of relevant documents****Comments:**

Documentation confirms that children are routinely seen by the prescribing psychiatrist. However, two children do not have current court authorizations for the psychotropic medications that they are taking.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendation

- 2. Eggleston Youth Center management maintain current court authorizations for all children taking psychotropic medications.**

VI. Personal Rights**Method of assessment – Interviews with children**

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send

and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

Recommendation

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

There are no recommendations for this section.

**Eggleston Youth Center
Transition House Group Home
Baldwin Park, California 91706
License Number: 191590894
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Comments:

Transition House Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendation

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans are current. However, the NSPs are not comprehensive and are not developed or implemented with input from the treatment team and the child.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations**1. Eggleston Youth Center management:**

- a. Develop comprehensive Needs and Services Plans.
- b. Include input from the treatment team and the child in the development and implementation of the Needs and Services Plans.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

According to the Agency's management, there are currently no children taking psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

Recommendation

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

Recommendation

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

There are no recommendations for this section.

Eggleston Youth Center Inc.

To: Canduce Thue
Fr: Ms. Minassian
Re: Corrective Action Plan

Please review the attached documentation as it is the corrective action plan for Eggleston Youth Center. The corrective action plan has been implemented and it will be monitored by the facility manager. Should you have any further questions, feel free to contact me at (626) 786-2524.

Thank you,



Roubina Minassian

Eggleston Youth Center
Emancipation House Group Home
License #: 191592649

I. Facility and Environment

Implemented day of citation:

Eggleston Youth Center's management team directed the maintenance crew to thoroughly clean the shower with safe cleaning materials. After thorough cleaning, EYC staff will ensure the shower is cleaned at least once a week thoroughly. To ensure the protocol is being followed, the Group Home manager of the emancipation house (Ms. Miller) will inspect the premise daily to ensure it remains clean.

II. Program Services

Implemented:

- a. Eggleston Youth Center has hired a new Group Home Social Worker who will be responsible to complete a comprehensive Initial Needs and Service Plan. First, the Social Worker will use the new Intake Form created by Department of Children and Family Services (which will be filled out comprehensively and in great detail). Second, the EYC has appointed Case Managers for each youth in the facility to complete the updated needs and service plans.
- b. To complete the Needs and Service Plans there will be a team meeting which will include the Social Worker, case manager, Child Care Supervisor's and Child Care Workers in order to ensure the development and implementation of the Needs and Service Plans are executed. Eggleston Youth Center's supervisor of Social Services division will conduct monthly audits to ensure all Needs and Service Plans are completed on a timely manner, and are comprehensive.

**Eggleston Youth Center
Main Site Group Home
License #: 191500940**

II. Program Services

Implemented:

- a. Eggleston Youth Center has hired a new Group Home Social Worker who will be responsible to complete a comprehensive Initial Needs and Service Plan. First, the Social Worker will use the new Intake Form created by Department of Children and Family Services (which will be filled out comprehensively and in great detail). Second, the EYC has appointed Case Managers for each youth in the facility to complete the updated needs and service plans
- b. To complete the Needs and Service Plans there will be a team meeting which will include the Social Worker, Case manager, Child Care Supervisor's and Child Care Workers in order to ensure the development and implementation of the Needs and Service Plans. Eggleston Youth Center's supervisor of Social Services division will conduct monthly audits to ensure all Needs and Service Plans are completed on a timely manner, and are comprehensive

V. Psychotropic Medication

Implemented:

- a. Eggleston Youth Center's Mental Health Coordinator (under the supervision of the Mental Health Director), will not only ensure that all children are routinely seen by prescribing psychiatrist, but she will also ensure that all youth maintain a current court authorizations for all children who are taking psychotropic medication. Mental Health Coordinator will then conduct monthly in house audits to ensure that all youth continue to have current court authorizations for all prescribed medication and submit the results of her audit to Mental Health Director.

**Eggleston Youth Center
Transitional House Group Home
License #: 191590894**

II. Program Services

Implemented:

- a. Eggleston Youth Center has hired a new Group Home Social Worker who will be responsible to complete a comprehensive Initial Needs and Service Plan. First, the Social Worker will use the new Intake Form created by Department of Children and Family Services (which will be filled out comprehensively and in great detail). Second, the EYC has appointed Case Managers for each youth in the facility to complete the updated needs and service plans
- b. To complete the Needs and Service Plans there will be a team meeting which will include the Social Worker, Case manager, Child Care Supervisor's and Child Care Workers in order to ensure the development and implementation of the Needs and Service Plans. Eggleston Youth Center's supervisor of Social Services division will conduct monthly audits to ensure all Needs and Service Plans are completed on a timely manner, and are comprehensive